

**CLAREMONT NURSING AND REHABILITATION CENTER
BOARD MEETING MINUTES**

**Monday, August 24, 2015, 10:00 a.m.
Courthouse, Commissioners' Hearing Room**

Present: Commissioners Barbara Cross, Jim Hertzler and Gary Eichelberger; Larry Thomas, Chief Clerk; Sandy Moyle, Deputy Chief Clerk/Meetings Manager; John Belko, Premier Healthcare Resources; Lynette McCulloch, Finance, Claremont Nursing and Rehab Center (CNRC); Elizabeth Bouch, Holly Sherman, Human Resources; Helen Schultz, CNRC Marketing; Dana Best, Finance; and Ruth Ann Ciecierski, Recording Secretary.

Call to Order: Commissioner Cross called the meeting to order.

Roll Call: Commissioners Cross, Hertzler and Eichelberger were present.

Public Comment: None

Approval of Minutes:

Commissioner Hertzler moved to approve the July 20, 2015 CNRC Board Meeting Minutes. Commissioner Eichelberger seconded the motion and it unanimously carried.

Admissions Report – July, 2015:

- **Admissions and Referrals:** Lynette McCulloch reviewed the Summary of Referrals and Admissions Report for July, 2015 (see attached). She reported that there were 64 referrals which resulted in 27 admissions (17 short-term; 10 long-term); 31 Denials (17 were behavioral); 21 Discharges and 15 Deaths. There were 20 MCA Medical Admissions this month (four of them came with the anticipation of staying long term). There were two denials for insurances.
- **Medical Assistance (MA) Approvals:** Ms. McCulloch reported that for the month of July, there were 6 MA approved; 11 MA pending at the County Assistance Office; and 30 pending in-house (see attached).

Discussion on Admissions Policy: Commissioner Hertzler asked if we had a policy that states the various reasons and justifications for denials. Mr. Belko stated that each case is looked at individually and we know what we can handle and what we can't. The non-discrimination admissions policy is given out with each pre-admission packet and is similar to what other county homes do. He stated that we probably accept more people than the average for-profit home would take because we have a mission to take care of the people in Cumberland County. We can't accept anyone who we can't adequately provide services for or who might be a threat to themselves or to others in the facility.

- **CNRC Staffing:** Ms. Bouch discussed the Certified Nursing Assistant (CNA) rates as part of her update on the union negotiations with AFSCME. She passed out a handout that John Belko helped her put together to look at the CNA rate comparisons with a few facilities in the area (see attached). She explained that the two nursing facilities that are closest to us are offering a significantly higher pay at \$16.55 an hour and we are currently paying \$12.91 an hour. One facility offered a weekend differential, which we do not, but their benefit package is not as rich as the one we offer. She stated that they are working with negotiations with AFSCME to work out the wages and are trying to get them to approve a weekend package option where an employee would only work three days over the weekend and still receive full benefits but no Paid Time Off (PTO). This would have to be bargained. She stated she and Mr. Belko met with AFSCME and they presented a tentative schedule that they would like to see us implement that offers two of the same schedules that we have now, a weekend package option and a Monday through Thursday option that would be 40 hours per week. There was discussion on the new scheduling which is a step in the right direction and should be helpful for the holiday schedules. Currently there are 100 Full-time CNA's; 20 PRN CNA's, and 10 Part-time CNA's at Claremont.

Financial Report – July 2015

- **Fund Balance:** Ms. McCulloch reported that the Fund Balance for July 31, 2015 YTD has been reduced this year by \$202,000 bringing the fund balance to \$3,300,000 (see attached).
- **Census:** Ms. McCulloch reviewed the Census report and stated that we were over Census in actual number for the month of July by 4.65, and part of the mix was not favorable. The mix was helped with private pay, which was 13 average bed days over; however, the Medicare and Commercial Insurances combined were a little over 8 under census. We are over census in the volume, but our mix is not where it needs to be (see attached).
- **Transitions Census/Admissions:** Ms. McCulloch reported that the actual Census for Transitions for the month of July was 15.71 average days compared to the budget of 22 (see attached). As discussed last month, the admissions need to increase by 1/3 of what they are. In July we needed to have 31 admissions and we only had 18. Chief Clerk Thomas stated we adjusted the formula and we are getting good care outcomes, but poor financial outcomes. He suggested that a good topic for next month's meeting would be on how we plan on getting the numbers where they need to be for Transitions.
- **Financials and Analyticals for July:** Ms. McCulloch reviewed the Financials and Analytical Report for July (see attached). She reported that the census volume is \$150,000 favorable, But the mix is \$76,000 unfavorable. The Medical Assistance Day One Incentive (MDOI) expense for the month of July was not booked because the state budget hasn't been passed. Nursing Hours Per Patient Day (NHPPD) is running slightly unfavorable at 3.48 YTD vs. 3.46 budget.
- **Accounts Receivable (AR):** Ms. McCulloch reviewed the AR report for July (see attached). She stated that impact is not showing positive numbers now, but the processes are looking up and looking forward to the end of the calendar year, the anticipation is that the numbers will be more positive.

Other Business/Discussion:

Bed Sale Bid Opening: Mr. Belko reported that the bed sale bids went out, but they have not received any interest in them. He is making a recommendation that we consider turning the beds in and since there is no need or desire for the beds in the community, then go ahead with the plan to create the storage area in the CNRC Towers. There was some discussion on other options for the disposal of the beds. Ms. McCulloch stated that there is a \$4,000/year cost of pod rentals for storage until the 4th floor beds are removed and the floor is approved for storage. Mr. Belko stated that he will do some research and make calls to see if there is an opportunity to sell the beds at a lower rate.

Arnett Carbis Toothman Cost Comparison: Ms. McCulloch stated that they received the Arnett Carbis Toothman analysis, which was based on Claremont's 2014 cost report comparing our total cost to the average non-profit and all other nursing homes in the area. This was an unsolicited analysis and Ms. McCulloch explained that our total cost is \$260 per bed day and the non-profit that they are comparing us to was \$318 and all the other nursing homes were \$291. The analysis shows that our cost per day is very comparable and favorable on the low side from the other general combined facilities that they used in this analysis, which was broken down by salaries, fringes and total costs.

Request for Proposal (RFP) for Dietary, Housekeeping and Laundry: Chief Clerk Thomas discussed the possibility of Sodexo taking over the entire scope of operations at Claremont, which they currently manage for our dietary, housekeeping and laundry functions. Ms. Bouch stated that AFSCME would stay intact, but the employees would be under a separate contract and a different bargaining unit. Commissioner Eichelberger moved to approve the development of an RFP for Dietary, Housekeeping and Laundry at CNRC. Commissioner Cross seconded the motion and the motion carried with Commissioner Hertzler voting no.

Right Track Video: Mr. Belko discussed Right Track, which is a communications system that Functional Pathways, our therapy provider, instituted at Claremont. It allows families, doctors or Power of Attorney's (POA's) the opportunity to track how the therapy process is going with their loved one. He showed a two minute slide show that described the system. Mr. Belko stated that they are incorporating Right Track more and more into their marketing programs to let physicians and family members know what is going on with the care. They can go right into the web portal and view the progress and email updates will go out to physicians. HIPPA controls are the same as any protected health information; only people that have authorized access to the system or permission from the patient can have access can view it.

There was discussion on Dr. Lupinacci, the Psychiatrist, who is interested in helping out with CNRC's Rehab program and would be coming on board just as a consultant. There were some questions on if he would be inclusive to CNRC and some other questions regarding a contract and liabilities. Chief Clerk Thomas suggested we have Dr. Lupinacci attend a meeting to meet him and get some questions answered before we do a contract.

Marketing Update: Ms. Schultz reported on the Alert Pharmacy Video Project. She stated that they met with Bryan Gobin, Chairman and CEO of Alert Pharmacy on July 22, 2015. He told them that Alert Pharmacy would cover the cost of the equipment and set up the installation at all four pharmacy locations. She stated that Chris Sechrist is working on the video which is a virtual tour of Claremont with an emphasis on Transitions. The contract is being reviewed in the Solicitor's Office. Ms. Schultz reported that she has visited four of the six senior centers in 2014 and has visited three senior centers in 2015. She stated that after the virtual tour is done, she will visit the senior centers again and hand out brochures. Commissioner Hertzler stated that they will have a follow-up discussion after talking to Mr. Barley in Aging to see if he has any concerns.

Biomedical Ethics Lunch and Learn Event: Ms. Schultz reported Claremont will host the National Association of Social Workers' Lunch and Learn event on the topic of Biomedical Ethics which is tentatively planned for October 6, 2015. It is a three hour event and Claremont would be the host site and provide a lunch.

Speaker at Claremont: Ms. Schultz stated that they have a tentative date of September 24, 2015 set up for Dr. Mira, the local orthopedic physician who was affiliated with Carlisle Hospital, to speak at Claremont. She stated that they have reviewed a copy of his PowerPoint, but have a few questions, so the date has not been set up yet.

Workers Comp Therapy: Mr. Belko stated that at last month's meeting, there was discussion on Claremont providing workers comp therapy for all of the County employees for savings to the County. He passed out a handout and reviewed the analyzed data showing the therapy costs for years 2012 through 2015 for all County workers (see attached). The average cost for the four years was \$41,748.75 representing an average of 213 hours or 12,786 minutes. He figured out that by providing the physical therapy care at Claremont, it could save the County \$17,918 with 100% employees participating; or a savings of \$3,559 with 50% of employees participating. Mr. Belko stated that they are recommending that we accept either 100% or 50% with two therapy providers on the patient panel, one of them being Claremont. Mr. Belko stated that if it was decided that Claremont would provide physical therapy for the Workers Comp, a deep tissue treatment machine would need to be rented to provide treatment for strains and sprains at a cost of \$10,800 a year, plus \$500 a year in supplies. There was discussion on why a new machine would be needed if Functional Pathways is already operating at the Rehab Center providing the physical therapy. There will be more discussion on the issue before any decisions will be made.

Mock Survey September 1-3, 2015: Mr. Belko stated that it was just announced that our company would be having a team of people coming in from September 1-3, 2015 and doing its annual mock survey. They will then provide a written report to the facility which will be their work plan for getting ready for the survey. He stated that last year the annual survey came in December, so they have about three months to get ready.

Satisfaction Survey Results thru June: Mr. Belko reviewed the handout regarding the May and June *Transitions Resident/Family Satisfaction Survey* (see attached). He stated that they are having the quality assurance committee view the results as well. He met with the staff to talk about the results and to implement a program to raise those scores falling at 4 or below. One of the lower scored areas that they are going to focus on is the quality and temperature of the food. There was some discussion on the issue of the temperatures of the food when it was delivered to the residents. Mr. Belko explained that the other lower score is regarding the of physician's concern for residents. He stated at the time of the admission they are trying to do a better job of orienting the resident and their family to explain that their doctor will not be seeing them every day like in a hospital; at best he may only see them once a week. Chief Clerk Thomas asked Mr. Belko to write up a brief email and send it to everyone on the food temperature issue and if any procedures that have been done since they were cited the last time.

Top 2-5 Complaints of Month: Mr. Belko discussed the following complaints:

- The granddaughter of a resident called the Department of Health on them to complain about a pressure ulcer that was not taken care of, but it turned out it was not a pressure ulcer, but cellulitis that swelled. The Department of Health determined the complaint was unfounded.
- Ongoing issues with a family; resident started in *Transitions*, was transferred up to the first floor, and then because of dementia issues, went to *Heritage Harbor*. The family is having a difficult time reacting to the behavioral changes and stages the resident is going through.
- Ongoing issues with a difficult family with *Heritage Harbor*. The family's visits to the resident have been restricted to the resident's room as well as the activity room due to their outbursts and screaming which was upsetting the other residents. This program is in place with the Department of Health's permission and agreement that this was needed to be done.

Update on any/all Significant (Reportable) Incidents:

- Female resident found on the floor, had hit her head, was transferred to the hospital as cautionary and was returned. There was no concussion found and she is fine.
- Male resident found on the floor. He has a history of dislocations in his shoulder. He was sent to the hospital, they popped it back in and he was sent back and doing fine.

Other Business:

Mr. Belko reported that Raymond Soto was hired as the new CNRC Administrator and he will be starting on August 31, 2015.

Commissioner Hertzler discussed the Intergovernmental Transfer (IGT) and asked if we needed to send a letter of intent out yet. Ms. McCulloch stated that we have not received the letter from the State. Chief Clerk Thomas stated that CCAP is trying to line up everyone who is interested and then they will send us a formal document to use as a template for the letter of intent.

Adjournment: There being no further business to come before the Board, the meeting was adjourned.

Respectfully Submitted,

Ruth Ann Ciecierski
Administrative Assistant